

## **Frequently Asked Questions - DPW**



### **A traffic light isn't working. Who do I report it to?**

Call Public Works office during business hours at 603-773-6157 or Dispatch 603-772-1212.

### **I noticed I have discolored water. Who do I need to report this to?**

Please report water quality concerns to the Water Treatment Plant (603) 773-6169. This includes, but is not limited to low pressure, discoloration, cloudy, etc.

### **When is Leaf pick-up?**

Leaves are picked up twice a year (1-spring 1-fall). 12 bag limit - Leaves must be in biodegradable leaf bags.

### **There is damage to a Town building. Who do I report it to?**

Call Public Works office at 773-6157 and we will have the Maintenance Superintendent assess it.

### **It's afternoon and my trash/recycle did not get picked up. What do I do?**

Did you put it out by 7:00 am? Did you have the blue bag tied? Check to see if Northside Carting put a "Non Collection Notice Sticker" on it. If there is no sticker, leave it out. Northside Carting has until the end of the day to pick-up your trash/recycle. Call Department of Public Works to report missed pickup at 3:00pm.

### **Is it a holiday for Northside Carting?**

Northside Carting has six (6) holidays a year. They are: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Your trash/recycle will be delayed one day for the remainder of the week due to the noted holidays.

### **What happens to my trash/recycle when there's a holiday or snow storm?**

To find out if there is a delay call the Public Works information line 418-6450.

### **What items are accepted the transfer station?**

Check out the [Transfer Station](#) page for details! Feel free to print the brochure located at the bottom of the Transfer Station page for reference or to go green save it to your computer.

### **My street light is out, who do I report it to?**

Unitil, 1-800-582-7276 (24-hour) Public Works is not responsible for street lights.

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### When is the street sweeper going to clean my street?

Primary streets are the first to be done. Once they are done the side streets are next. The Town is broken into four sections. We do not sweep any private roads/developments. We wait until there is no possibility of a snow storm to begin street sweeping.

### My sidewalk isn't plowed, why?

Not all sidewalks are plowed. We only plow sidewalks on arterial roads and in front of schools where pedestrian and traffic volume are at their highest. Sometimes it may seem like we're forgetting your sidewalk, I promise we're not, there's method to our madness. First the roads must be cleared so we're not plowing snow banks onto clean sidewalks. After that large snow banks must often be trucked out to clear sightline, parking spaces, and to make room for more snow! After that our crews might need a quick nap before clearing the sidewalks.

### My street isn't plowed, why?

The plows are sent out when there is 2" of snow on the ground and don't stop till all the snow is clear. Some main roads outside the center of town are plowed by the NH DOT, Division 6 (603-868-1133). The streets that are cleared by DPW are plowed in order of importance. Arterial roads where the most traffic is concentrated are the most important tapering down to the quiet residential roads.

### Can I get salt and/or Sand?

Yes! Salt and sand are offered for free to Exeter residents at the DPW Complex, 13 Newfields Rd. Residents are welcome to 1 large coffee can of salt and a 5 gallon pail of sand at a time.

### What are the water and sewer rates?

Water Rates: (adopted 2011, implemented in the 3/12 billing cycle)

Service Charge: \$28 per meter per quarter

Usage Charge:

Tier 1: Up to 29,999 gallons: \$5.72 per 1,000 gallons

Tier 2: From 30,000 to 194,999: \$5.91 per 1,000 gallons

Tier 3: Over 194,999 gallons: \$6.35 per 1,000 gallons

Sewer Rates: (adopted 2011, implemented in the 3/12 billing cycle)

Service Charge: \$28 per meter per quarter

Usage Charge:

Tier 1: Up to 29,999 gallons: \$4.44 per 1,000 gallons

Tier 2: From 30,000 to 194,999: \$5.23 per 1,000 gallons

Tier 3: Over 194,999 gallons: \$5.62 per 1,000 gallons

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